ServiceLink Aging and Disability Resource Center Management Report SFY 2010

SLRC Contacts

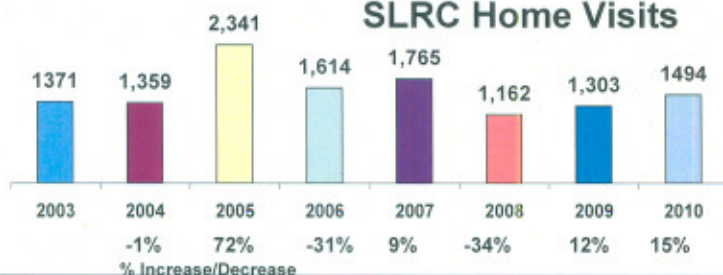|	2003	2004	2005	2006	2007	2008	2009	2010
	14,505	16,088	19,246	38,653	48,701	67,676	83,872	85,665
% Increase/Decrease		11%	20%	101%	26%	39%	24%	2%
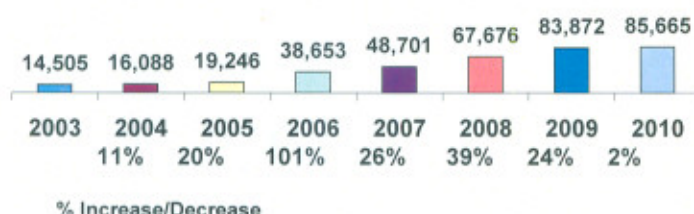
Contacts to the SLRC can be made in many forms, calls, emails, faxes, and walk-ins are just a few. Effective A decrease in the rate of growth for SFY 2010 can be attributed to the SLRC no longer providing intake for Nursing Home LTC applications, and a definition change for contacts effective 4\1\2010. Effective 2011 Follow-ups will be documented in the total contacts for the SLRC
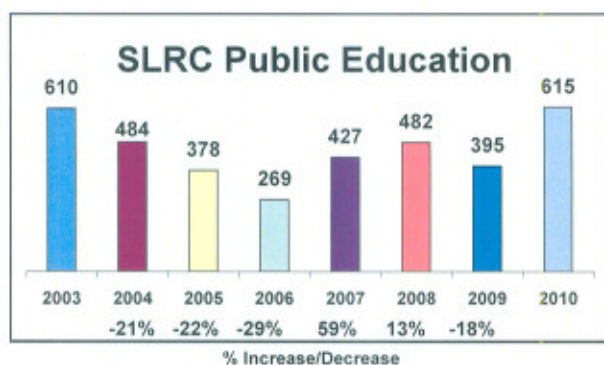
SLRC Connections

	2003	2004	2005	2006	2007	2008	2009	2010
	22,225	26,814	28,345	54,446	66,741	96,085	125,327	155,499
% Increase/Decrease		21%	6%	92%	23%	44%	30%	24%
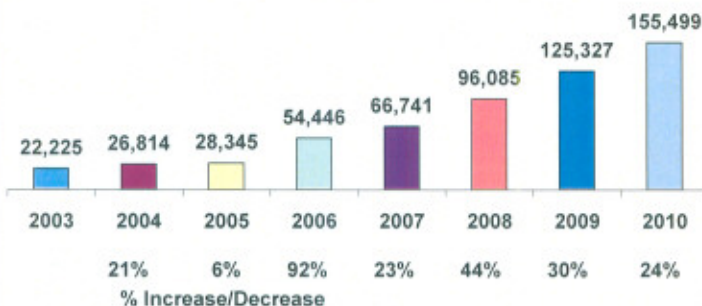
Connections from the SLRC are the total number of referrals to agencies and services within the community.

SLRC Home Visits

	2003	2004	2005	2006	2007	2008	2009	2010
	1371	1,359	2,341	1,614	1,765	1,162	1,303	1494
% Increase/Decrease		-1%	72%	-31%	9%	-34%	12%	15%

Many SLRC staff persons do home or community visits to assist consumers who cannot come into the office.

SLRC Public Education

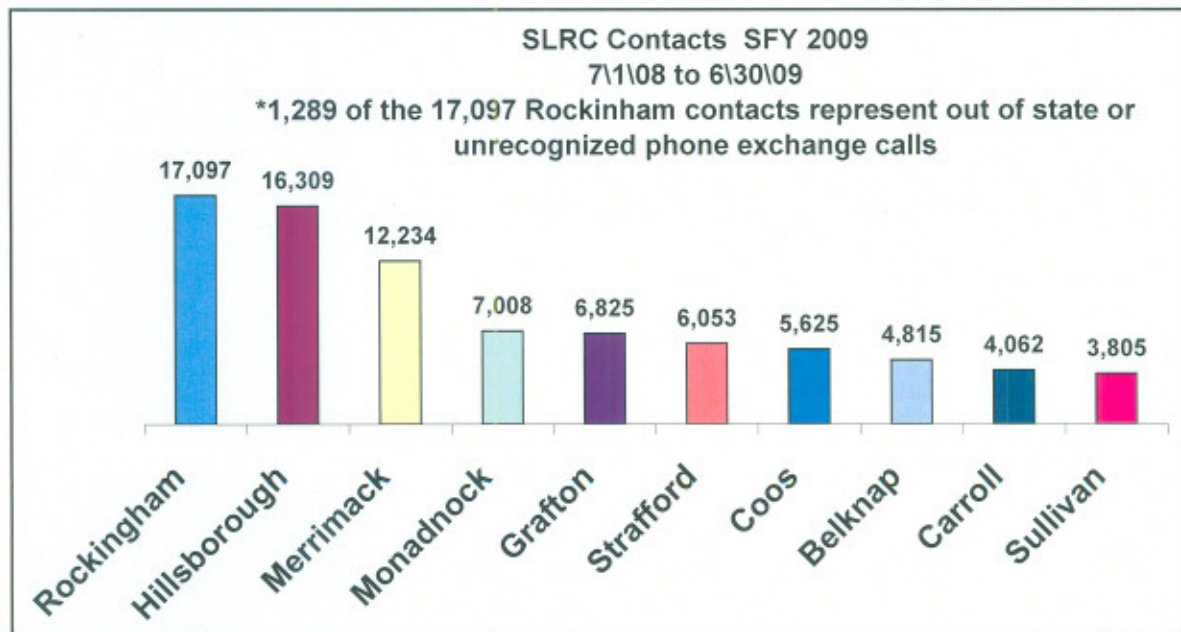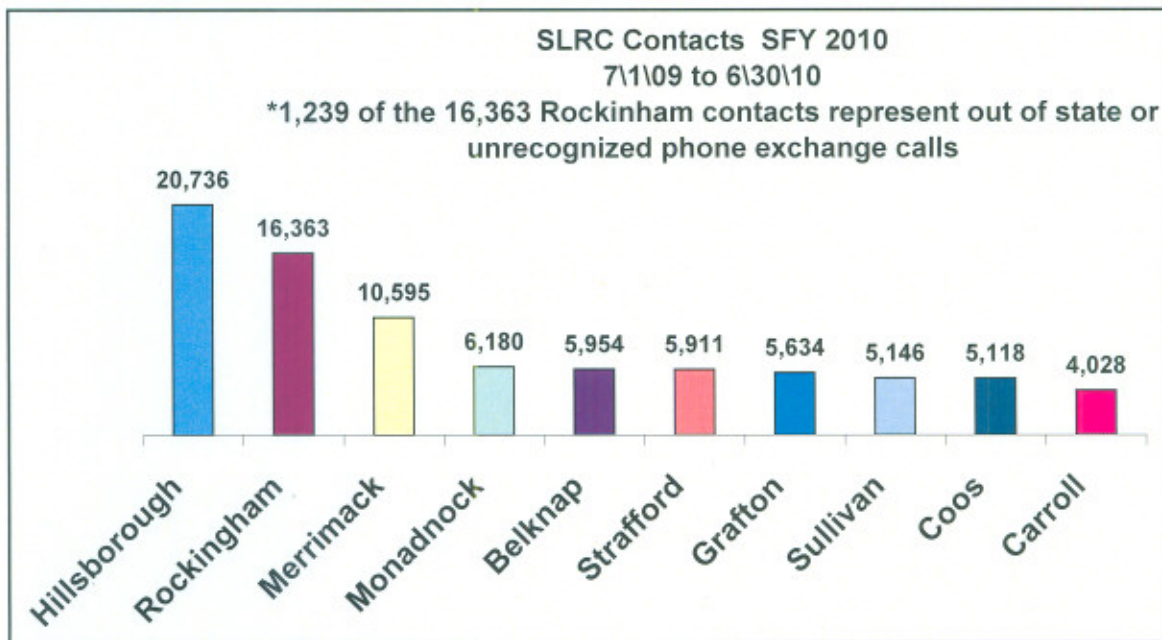| Year	Value	% Increase/Decrease
2003	610	
2004	484	-21%
2005	378	-22%
2006	269	-29%
2007	427	59%
2008	482	13%
2009	395	-18%
2010	615	

Education from SLRCs can range from subject specific topics, such as Medicare to collaborative topics with another agency. Statewide they provided education to more than 30,000 people.

SLRC Program Volunteers

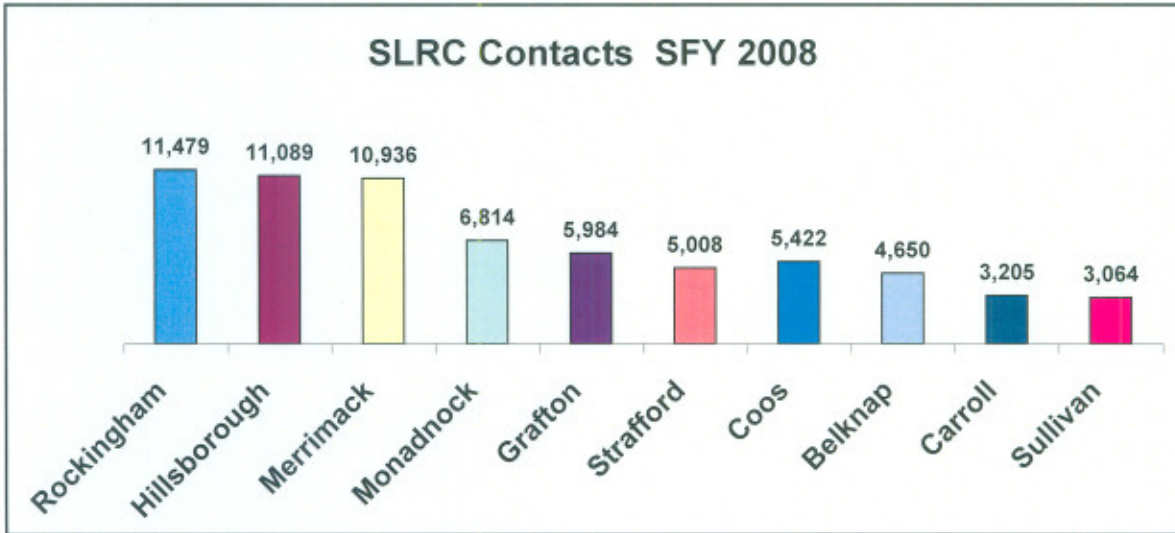| Year	Value	% Increase/Decrease
2003	293	
2004	231	-21%
2005	166	-28%
2006	209	26%
2007	162	-22%
2008	210	30%
2009	271	29%
2010	274	1%
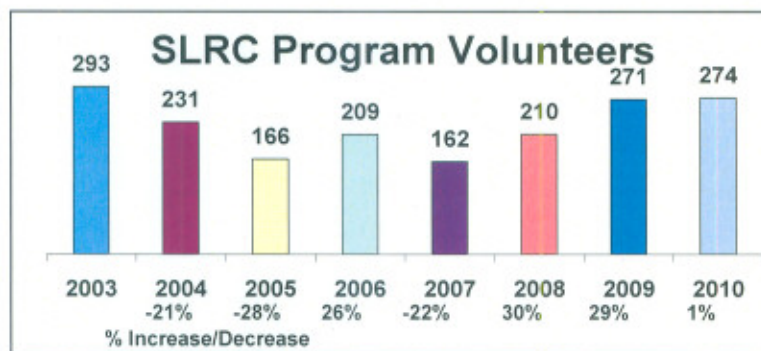
Volunteers at the SLRCs assist with many functions of the SLRC. Many are certified Medicare volunteers. In 2010, SLRC volunteers contributed 12,026 hours.

Years represented are State Fiscal Year (SFY) which run from July 1st to June 30th
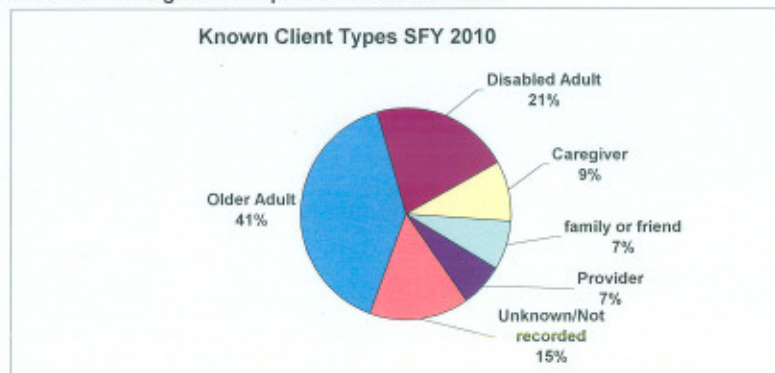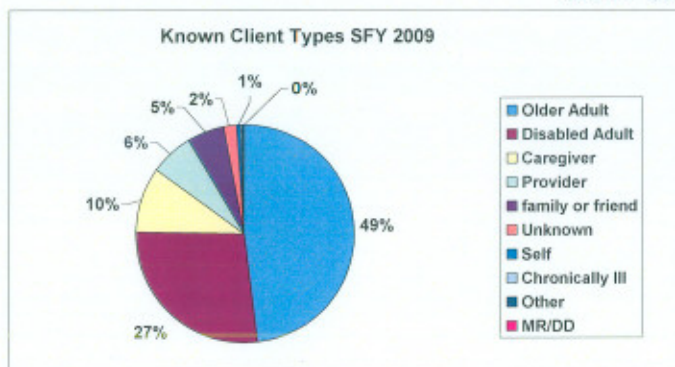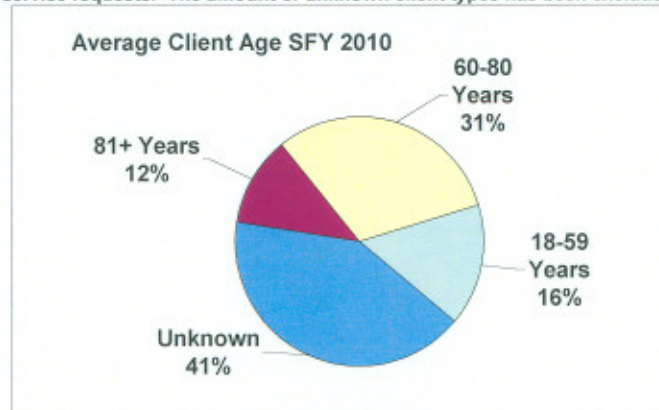
ServiceLink Resource Center Contacts by County

SLRC Contacts SFY 2010
7\1\09 to 6\30\10
*1,239 of the 16,363 Rockinham contacts represent out of state or unrecognized phone exchange calls

County	Contacts
Hillsborough	20,736
Rockingham	16,363
Merrimack	10,595
Monadnock	6,180
Belknap	5,954
Strafford	5,911
Grafton	5,634
Sullivan	5,146
Coos	5,118
Carroll	4,028

SLRC Contacts SFY 2009
7\1\08 to 6\30\09
*1,289 of the 17,097 Rockinham contacts represent out of state or unrecognized phone exchange calls

County	Contacts
Rockingham	17,097
Hillsborough	16,309
Merrimack	12,234
Monadnock	7,008
Grafton	6,825
Strafford	6,053
Coos	5,625
Belknap	4,815
Carroll	4,062
Sullivan	3,805

SLRC Contacts SFY 2008

County	Contacts
Rockingham	11,479
Hillsborough	11,089
Merrimack	10,936
Monadnock	6,814
Grafton	5,984
Strafford	5,008
Coos	5,422
Belknap	4,650
Carroll	3,205
Sullivan	3,064

Years represented are State Fiscal Year (SFY) which run from July 1st to June 30th

Known Client Types SFY 2009

1% 0%
5% 2%
6%
10%
49%
27%

- Older Adult
- Disabled Adult
- Caregiver
- Provider
- family or friend
- Unknown
- Self
- Chronically Ill
- Other
- MR/DD

Known Client Types SFY 2010

Disabled Adult
21%

Caregiver
9%

Older Adult
41%

family or friend
7%

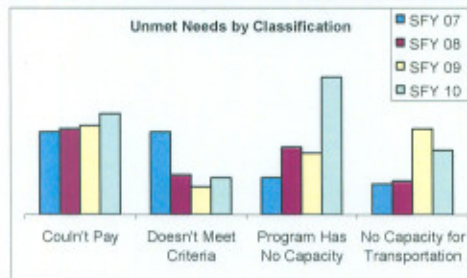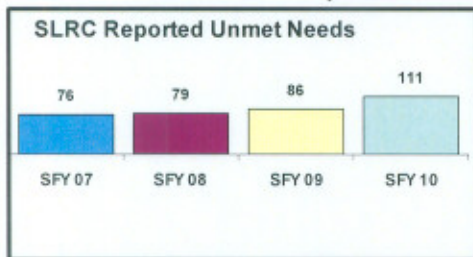Provider
7%

Unknown/Not
recorded
15%

Client types are self-defined or determined based upon their service requests. The amount of unknown client types has been excluded from the chart above.

Average Client Age SFY 2009

61-80
Years
31%

81+ yeas
13%

50-60
Years
10%

18-49
Years
9%

Unknown
37%

Average Client Age SFY 2010

60-80
Years
31%

81+ Years
12%

18-59
Years
16%

Unknown
41%
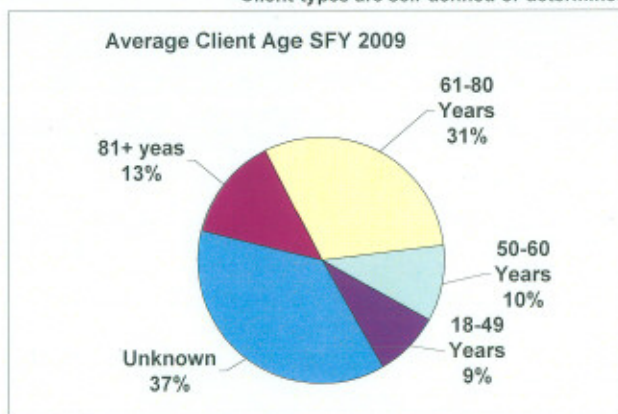
A client's age is only requested from a contact when it is pertinant to the service request.

SLRC Reported Unmet Needs

SLRC Reported Unmet Needs

SFY 07	SFY 08	SFY 09	SFY 10
76	79	86	111

Unmet Needs by Classification

Legend: SFY 07, SFY 08, SFY 09, SFY 10

Categories: Couln't Pay, Doesn't Meet Criteria, Program Has No Capacity, No Capacity for Transportation

Purpose:

The ServiceLink Network strives to record contact information uniformly and consistently. Accurate and consistent reporting allows us to demonstrate that the public money invested in ServiceLink is well spent. Properly recorded information also helps us identify and document needs that cannot be addressed because services are inadequate or non-existent. For ServiceLink Network purposes, "unmet need" indicates that the client experiences negative consequences because the required service does not exist, is not financially or geographically accessible to the client, or lacks the capacity to serve the intended population.

If the client simply "desires" a service, or refuses a referral because they are seeking a "better option," the ServiceLink Network does not regard this as an "unmet need."

Eligibility:

An unmet need can be recorded if the consumer meets all of the following three criteria:
- The consumer requires a specific service "immediately"*;
- The consumer is "at risk"*; and
- The consumer is a "willing consumer"*.

*See appendix for Unmet Need Policy for more detail

How Service is provided:

If a contact results in a service need that is unmet and all three eligibility criteria are met, the unmet needs is classified as follows:

Does not Meet Criteria: The individual does not meet the specific criteria of an existing and available program (the service could not be provided to that person).

No Capacity For Transport: The individual does not have the capacity to transport him or herself, or to be transported, to the service.

Program Has No Capacity: The identified service does exist, but the program lacks capacity to offer it to the individual. (This applies to programs that are putting potential clients on waiting lists because they are full, or because they lack the necessary human resources to provide the service.)

Consumer Could not Pay: While the service is available, the client could not pay for it, or financial aid (whether public or private) was not available.

Community Unmet Need: An unmet need that cannot be met and does not meet any of the above categories can be documented as a "Community Unmet Need" (i.e.: support group that does not exist).

Trend Analysis:

The classification of consumer couldn't pay has grown by 22% since 2007, while the classification Does Not Meet Criteria decreased by 54%. The two highest growing classifications were No Capacity for Transport at 33% and Program Has No Capacity at a staggering 114%. This appears to be reflective on economic recession trends.

ServiceLink Aging and Disability Resource Center
Miscellaneous Programmatic Highlights
In State Fisal Year 2010 the ServiceLink offices provided the following Long Term Care Services

Long Term Support Options Counseling

Definition: · Long-Term Support Counseling is an interactive process designed to support informed long-term care decision-making through assistance provided to individuals, families and caregivers to help them recognize and understand their "strengths, needs, preferences and unique situations" and to translate this knowledge into possible "support strategies, plans and tactics based on the choices available in the community and the unique context of the individual seeking assistance."

Total LTS Options Counseling Services Provided: 7,125

Long Term Care Intakes

Definition: Number of Choices for Independence referrals/applications resulted in the ServiceLink Long Term Support Counselor processing a 2-page Intake form and entering it into the Bureau of Elderly and Adult Services Options system in order to be eligible for a LTC Assessment for HCBC/Choice for Independence Waiver program or Nursing Facility Care by a community or BEAS registered nurse.

Total Medicaid Funding Long Term Care Intakes: 1,525

Long Term Care Financial Eligibility Interviews

Definition: Number of individuals who received their face to face Medicaid financial eligibility interview at the ServiceLink Resource Center office with a Division of Family Assistance Family Services Specialist.

Total LTC Financial Eligibility Interview Performed at the SLRC's: 982

Average Time Spent assisting Contacts/Clients

Definition: Average time spent working with a contact and/or client by how the contact came to the SLRC:

Type of Contact	Average time		Type of Contact	Average time
Call	17 min.		Email	10 min.
Office Appointment	58 min.		Home Visit	1 hr. and 20 min.
Satellite visit	38 min.		Fax	13 min.
Walk-in	26 min.		Community appointmen	55 min.
Letter	18 min.			

Statewide Total Average Time: 35 min.

ServiceLink Aging and Disability Resource Center
State Health Insurance Assistance Program (SHIP) Highlights

In State Fisal Year 2010 the ServiceLink offices provided the following Medicare Counseling Services

Medicare Counseling

Definition: Personalized counseling for Medicare Benficiaries. Services provided within Medicare Counseling include enrollment assistance, education to all parts of Medicare, orientation to Medicare for new beneficiaries, and access to literature and materials via a resource library.

Total Medicare Counseling Services Provided: 22,400

Medicare Enrollment Assistance Activities

Definition: Number of Medicare contacts that resulted in the ServiceLink Medicare Specialist assisting with enrollment in Medicare Part D, Low Income Subsidy, or a Medicare Savings Program.

Total Enrollment Activities: 1,189

Average Time Spent assisting with Medicare

Definition: Average time spent working with a contact and or client by how the contact came to the SLRC:

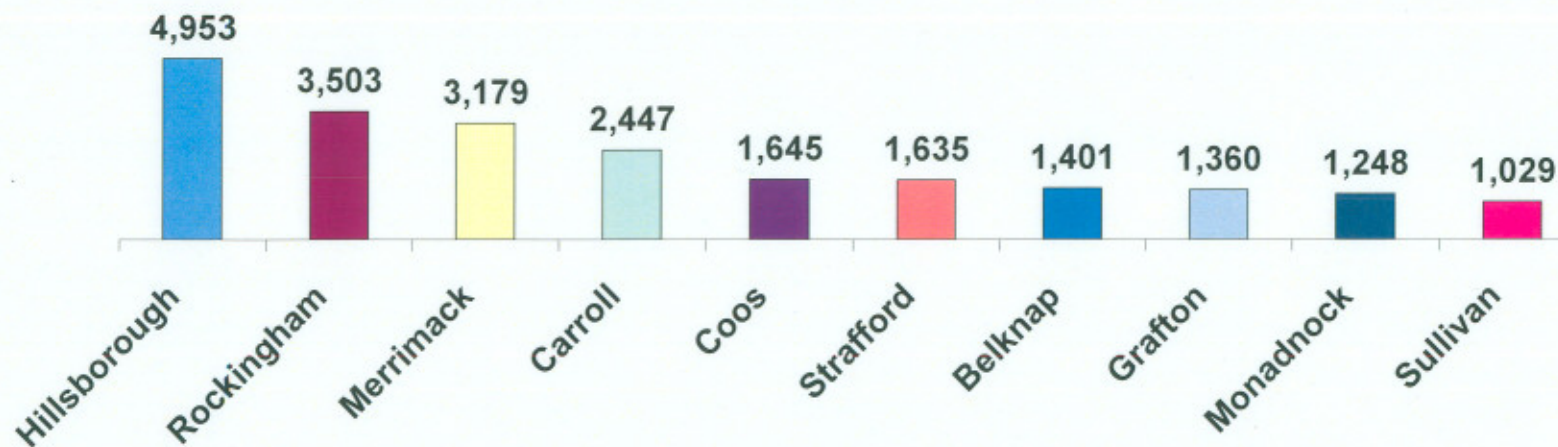| Type of Contact	Average time		Type of Contact	Average time
Call	31 Min		Email	44 Min.
Home Visit	1 Hr. 10 Min.		letter	31 Min.
Office Appointment	1 Hr. 6 Min.		Fax	40 Min.
Walk-in	37 Min.		Community appointmen	1 Hr. 4 Min.
Satellite Visit	1 Hr. 15 Min.			

Statewide Total Average Time: 51 Minutes

ServiceLink Medicare Inquiries SFY 2010 as of June 30, 2010

	July 09'	Aug 09'	Sept 09'	Oct 09'	Nov 09'	Dec 09'	Jan 10'	Feb 10'	Mar 10'	Apr 10'	May 10'	June 10'	Total
Hillsborough	211	189	251	809	852	927	328	316	332	224	237	277	4,953
Rockingham	178	164	180	225	481	821	240	211	268	228	238	269	3,503
Merrimack	217	225	145	308	431	669	280	228	234	153	150	139	3,179
Carroll	125	109	98	196	375	603	230	170	148	127	119	147	2,447
Coos	69	71	85	119	249	280	109	72	95	72	211	213	1,645
Strafford	70	74	51	65	340	397	150	78	122	73	106	109	1,635
Belknap	81	62	105	93	182	258	104	115	148	108	70	75	1,401
Grafton	62	81	92	65	158	223	120	114	142	132	102	69	1,360
Monadnock	101	111	97	82	144	212	107	66	98	80	72	78	1,248
Sullivan	70	52	92	76	107	221	72	43	80	66	61	89	1,029
Monthly Totals	1184	1138	1196	2038	3319	4611	1740	1413	1667	1263	1366	1465	22,400

ServiceLink Medicare Inquiries SFY 2010
July 1, 2009 to June 30, 2010

Hillsborough 4,953 — Rockingham 3,503 — Merrimack 3,179 — Carroll 2,447 — Coos 1,645 — Strafford 1,635 — Belknap 1,401 — Grafton 1,360 — Monadnock 1,248 — Sullivan 1,029

Referrals Counted: Medicare Information/Counseling, Medicare Savings Programs, Medicare Insurance Supplements, Medicare D LIS Applications, Medicare D Enrollment, Subject Specific Public Awareness/education

ServiceLink Aging and Disability Resource Center
NH Family Caregiver Support Program Highlights

In State Fisal Year 2010 the ServiceLink offices provided the following Caregiver Support Services

Caregiver Support and Counseling

Definition: Similar to Long-Term Support Counseling, one on one counseling and support for family caregivers is an interactive process. Integral to the counseling is an assessment process with the family caregiver which looks at both formal and informal supports in the household, the amount of assistance the caregiver is providing, their perceived burden and the level of care needed by the care recipient. Based on the assessment a consumer-directed support plan is developed to meet the unique needs of that individual to help sustain them in their role as family caregiver. The plan could include: respite services, support group, training, transportation services, and other community services that aid them in providing care.

Total Caregiver Support Counseling Services Provided: 2,955

Caregiver Support Intakes

Definition: Number of family caregiver contacts that resulted in the Caregiver Support Specialist providing an in-home assessment and support plan.

Total Caregiver Support Intakes: 317

Average Time Spent assisting Caregivers

Definition: Average time spent working with a contact and or client by how the contact came to the SLRC:

Type of Contact	Average time
Call	26 Min.
Home Visit	2 Hrs
Office Appointment	1Hr
Walk-in	40 Min.
Letter, email, or fax	25 Min.

Statewide Total Average Time: 54 Minutes

Top 10 Service Requests

SFY 2006

1. Medicare Information/Assistance
2. LOC assessment for Medicaid LTC programs
3. Family Caregiver Subsidies
4. Basic Information & Referral
5. Property Tax Relief
6. Legal Assistance
7. Transportation
8. Fuel Assistance
9. Medicaid Applications
10. Financial Assistance

SFY 2007

1. LTC programs
2. Medicare Information/Assistance
3. Basic Needs Assistance
4. Forms/Document Assistance
5. Medicaid Applications
6. Basic Information & Referral
7. Property Tax Relief
8. Home Maintenance & Repair
9. Financial Assistance
10. Legal Assistance

SFY 2008

1. Medicare Information/Assistance
2. Long Term Support Counseling
3. LOC assessment for Medicaid LTC programs
4. Basic Information & Referral
5. Medicaid Applications
6. Forms/Document Assistance
7. Financial Assistance
8. Caregiver Assistance
9. Homemaker Assistance
10. Health/Safety Assistance

SFY 2009

1. Medicare Information/Assistance
2. Long Term Support Counseling
3. Basic Information & Referral
4. Service Provider Information/Explanation
5. Financial Assistance

6. Caregiver Assistance
7. Health/Safety Assistance

8. LOC assessment for Medicaid LTC programs
9. Forms/Document Assistance
10. Medicaid Applications

SFY 2010

1. Medicare Information/Assistance
2. Long Term Support Counseling
3. Basic Information & Referral
4. Forms/Document Assistance
5. Caregiver Assistance

LOC assessment for Medicaid LTC programs
6. Medicaid/Waiver Programs
7. Homemaker Assistance

8. Medical Transportation
9. Personal Care
10. Utility Bill Payment Assistance